

## SIP - Terms & Conditions

1. Any references to SIP Service in this document refer to the Customer's SIP Endpoint.
2. Any references to SIP Channels in this document refer to the Customer's SIP Trunks associated with the Customer's SIP Endpoint.
3. Any references to SIP Trunk Call Manager refer to the Customer's SIP Trunk Call Management service which is an additional service to the SIP Service and incurs separate and additional charges.
4. All charges not listed in the Product Agreement will be charged as per Arrow's Standard Rate Card as published from time to time.
5. All call charges, unless otherwise stated, are calculated on the rates shown on a per second basis and are then rounded up to the nearest penny.
6. All charged calls will attract a minimum call charge of 1p at all times.
7. A call set up fee may apply to certain non-geographic or directory enquiry services.
8. Calls to 084/087/118/09 numbers will incur an access charge for the initial minute or part minute and in one-minute increments thereafter, in addition to the service charge cost of the call.
  - Peak Period: Monday to Friday 08:00 to 18:00
  - Off Peak Period: Monday to Friday 18:00 to 08:00
  - Weekend: Saturday 00:00 to Sunday 23:59
9. The total number of calls per channel from a SIP Endpoint shall not exceed 5,000 minutes per month to 01/02/03 terminations. Any SIP Endpoints that exceed this aggregate amount will be subject to a per minute price for the total volume of calls generated from that endpoint according to the Arrow Standard Rate Card. In addition, calls to numbers beginning 03 shall not exceed 15% of the total calls on that channel.
10. Free Calls to Mobile is subject to the fair usage terms set out below. The relevant third party provider shall monitor all call usage and any qualifying SIP Endpoint must not exceed 2000 minutes per month to a UK mobile number (country code UKN, city code starting FM). The third party provider reserves the right to disconnect any Endpoint where usage is deemed illegitimate or excessive in terms of standard use and in line with these fair usage terms.
11. Should any SIP Endpoint exceed this amount in any month, the Customer will be notified of the breach and given an opportunity to increase the number of channels to incorporate the additional minutes. If this opportunity is not taken, Arrow reserve the right to charge a per minute price for the total volume of calls generated from that SIP Endpoint according to the Arrow Standard Rate Card.
12. Any inbound calls which are diverted from the SIP Endpoint to an off-net number will be chargeable according to the Arrow Standard Rate Card where for the purposes of these terms, "off net" shall mean any number that is not associated with the SIP Endpoint. In respect of the SIP Trunk Call Manager service, 03 On-net traffic is bundled as per outbound traffic. That means termination to geographic numbers is free within fair usage and termination to mobile numbers is free on any endpoint on a 3-year term within the fair usage limits outlined in these terms.
13. In respect of SIP Trunk Call Manager all 01 and 02 inbound terminations are included in the rental fees. Any existing 03 inbound terminations that are migrated to the SIP Trunk Call service shall not be included within the rental fees and only new 03 traffic will qualify as being inclusive of such rental fees.
14. SIP Trunk Call Manager monthly service subscriptions, DDI rentals and additional service charges carry a minimum term as outlined in the Product Agreement. SIP Trunk Call Manager will run from the point a SIP Endpoint is provisioned. Any numbers added after the initial commencement date will be subject to the term of the SIP Service.
15. Any additional endpoints added to the SIP Service will also be subject to the term of the SIP Trunk Call Manager service.

16. The number of channels on a SIP Endpoint must not reduce to less than 50% of the maximum number of channels on that endpoint over the term.